

## Title (en)

System and method for managing a contact center with a graphical call connection metaphor

## Title (de)

System und Verfahren zur Verwaltung eines Kontaktcenters mit einer grafischen Rufverbindungsmetapher

## Title (fr)

Système et procédé pour la gestion d'un centre de contacts avec une métaphore graphique de connexion d'appels

## Publication

**EP 2239930 A1 20101013 (EN)**

## Application

**EP 10158397 A 20100330**

## Priority

US 16475309 P 20090330

## Abstract (en)

Disclosed herein are systems, methods, and non-transitory computer-readable storage media for managing communications in a callcenter. The method includes presenting via a GUI to a callcenter agent a set of connected graphical elements representing a structure of a communication session including the callcenter agent and a caller, receiving input via the GUI from the callcenter agent to manipulate at least one graphical element, and performing an action based on the input. Further disclosed herein are systems, methods, and non-transitory computer-readable storage media for monitoring communications in a callcenter. The method includes presenting via a GUI a plurality of sets of connected graphical elements, wherein each set of connected graphical elements represents a structure of a communication session including the callcenter agent and a caller, receiving a selection via the GUI based on at least one graphical element to listen in on an associated communication, and monitoring the associated communication session.

## IPC 8 full level

**G06F 3/048** (2013.01); **H04M 3/51** (2006.01); **G06F 3/14** (2006.01); **H04L 29/02** (2006.01); **H04M 1/247** (2021.01); **H04M 3/42** (2006.01)

## CPC (source: EP KR US)

**G06F 3/04817** (2013.01 - EP KR US); **G06F 3/04842** (2013.01 - KR US); **G06F 3/0486** (2013.01 - EP KR US); **H04L 12/1822** (2013.01 - EP US); **H04L 51/046** (2013.01 - EP US); **H04L 51/56** (2022.05 - EP KR); **H04L 65/1069** (2013.01 - EP US); **H04L 65/1094** (2022.05 - EP); **H04L 65/403** (2013.01 - EP US); **H04L 67/14** (2013.01 - KR); **H04L 67/54** (2022.05 - KR); **H04M 1/247** (2013.01 - EP US); **H04M 1/27453** (2020.01 - KR); **H04M 1/27475** (2020.01 - EP KR US); **H04M 3/563** (2013.01 - EP KR US); **H04W 4/21** (2018.01 - EP US); **G06Q 10/10** (2013.01 - EP US); **H04L 51/04** (2013.01 - US); **H04L 51/56** (2022.05 - US); **H04M 1/27453** (2020.01 - EP US); **H04M 3/42068** (2013.01 - EP US); **H04M 3/42161** (2013.01 - EP US); **H04M 3/42221** (2013.01 - EP US); **H04M 3/42289** (2013.01 - EP US); **H04M 3/564** (2013.01 - EP US); **H04M 2201/42** (2013.01 - EP KR US); **H04M 2203/5027** (2013.01 - EP US); **H04M 2250/22** (2013.01 - EP US); **H04M 2250/62** (2013.01 - EP US)

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- US 2004125937 A1 20040701 - TURCAN DIANE BROWN [US], et al
- WO 9945716 A2 19990910 - GENESYS TELECOMM LAB INC [US]
- US 5999609 A 19991207 - NISHIMURA MASAHIKO [US]
- US 2008080386 A1 20080403 - CALAHAN MARC [US], et al

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- [Y] US 2004125937 A1 20040701 - TURCAN DIANE BROWN [US], et al
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## Designated contracting state (EPC)

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## DOCDB simple family (publication)

**EP 2237533 A1 20101006**; CN 101853132 A 20101006; CN 101853132 B 20130710; CN 101854247 A 20101006; CN 101854247 B 20130605; CN 101854260 A 20101006; CN 101854261 A 20101006; CN 101866265 A 20101020; CN 101866265 B 20131204; CN 101867487 A 20101020; CN 101867487 B 20160525; CN 101867635 A 20101020; CN 101867635 B 20141015; CN 101902356 A 20101201; CN 101902356 B 20141029; CN 103368752 A 20131023; CN 103368752 B 20170912; CN 103369086 A 20131023; CN 103369086 B 20161228; CN 105242833 A 20160113; CN 105242833 B 20190503; EP 2237534 A1 20101006; EP 2237535 A1 20101006; EP 2237535 B1 20180307; EP 2237536 A1 20101006; EP 2237536 B1 20171115; EP 2237537 A1 20101006; EP 2237538 A1 20101006; EP 2237539 A1 20101006; EP 2237539 B1 20171227; EP 2239930 A1 20101013; EP 2239930 B1 20191002; JP 2010238239 A 20101021; JP 2011030194 A 20110210; JP 2011040036 A 20110224; JP 2011040037 A 20110224; JP 2011041246 A 20110224; JP 2011041247 A 20110224; JP 2011041248 A 20110224; JP 2011044129 A 20110303; JP 5568352 B2 20140806; JP 5620134 B2 20141105; JP 5669418 B2 20150212; JP 5876640 B2 20160302; JP 5916192 B2 20160511; JP 6072401 B2 20170201; JP 6144449 B2 20170607; KR 101059681 B1 20110825; KR 101121250 B1 20120322; KR 101121333 B1 20120309; KR 101124766 B1 20120323; KR 101156323 B1 20120613; KR 101156348 B1 20120613; KR 101156364 B1 20120711; KR 101350029 B1 20140113; KR 101664519 B1 20161010; KR 20100109499 A 20101008; KR 20100109514 A 20101008; KR 20100109515 A 20101008; KR 20100109516 A 20101008; KR 20100109517 A 20101008; KR 20100109518 A 20101008; KR 20100109519 A 20101008; KR 20100109520 A 20101008; KR 20120085688 A 20120801; US 10574623 B2 20200225; US 11460985 B2 20221004; US 2010246571 A1 20100930; US 2010246800 A1 20100930; US 2010251119 A1 20100930; US 2010251124 A1 20100930; US 2010251127 A1 20100930; US 2010251142 A1 20100930; US 2010251158 A1 20100930; US 2010251177 A1 20100930; US 2015135098 A1 20150514; US 2021176204 A1 20210610; US 8938677 B2 20150120; US 9325661 B2 20160426; US 9344396 B2 20160517; US 9900280 B2 20180220

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